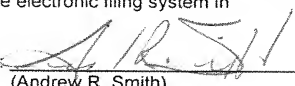


I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4).

Dated: February 5, 2008

Signature: 
(Andrew R. Smith)

Docket No.: 29516/38347
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Terry Hamer

Application No.: 10/675,431

Confirmation No.: 6194

Filed: September 30, 2003

Art Unit: 2161

For: MANAGING CHANGES IN A
RELATIONSHIP MANAGEMENT SYSTEM

Examiner: Chelcie L. Daye

**AMENDMENT IN RESPONSE TO
NOVEMBER 5, 2008 NON-FINAL OFFICE ACTION**

MS Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

INTRODUCTORY COMMENTS

This paper responds to the non-final official action dated November 5, 2008 for the above-identified U.S. patent application. Please amend the above-identified U.S. patent application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 15 of this paper.